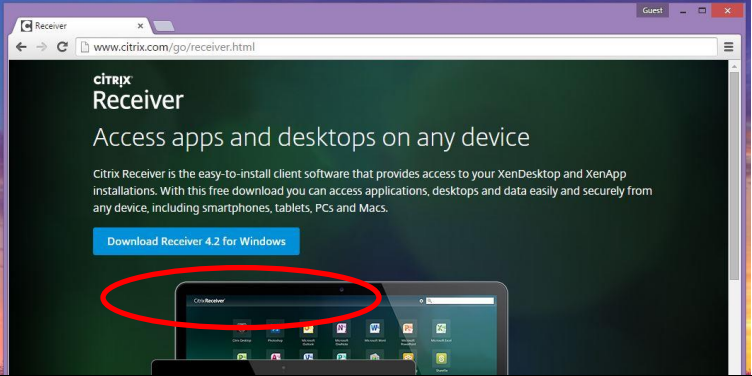
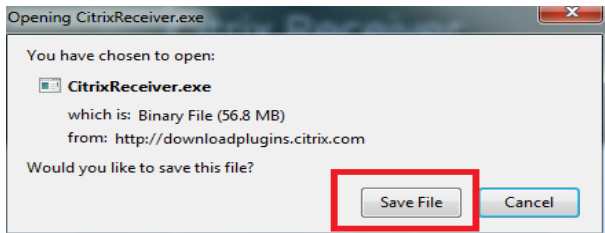

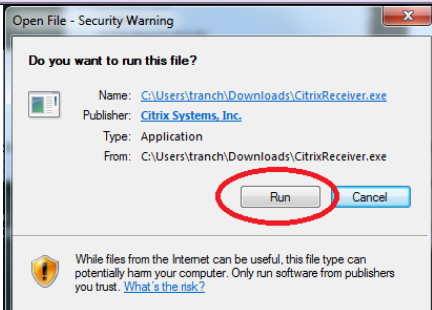

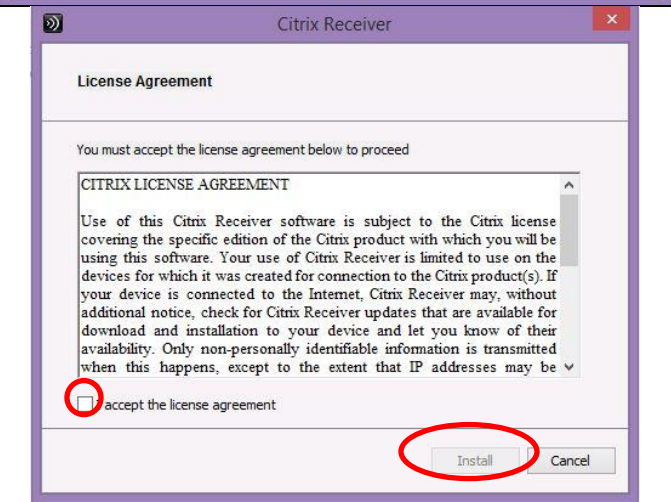
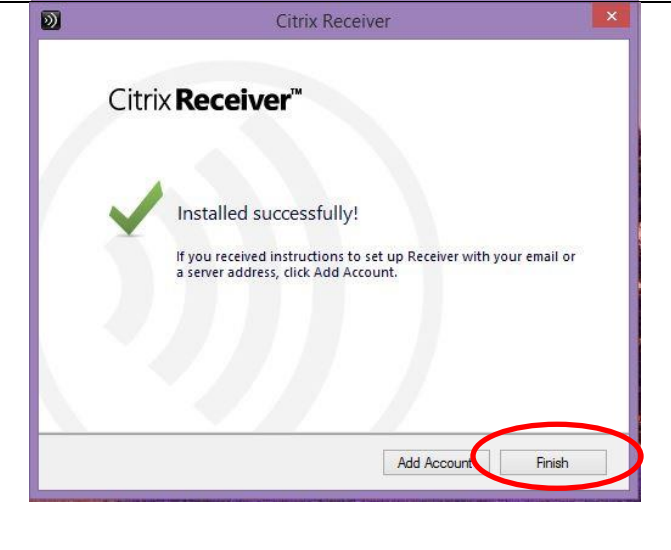


User Guides for Global OpenNet (GO) Setup for Windows 8

Installing Citrix for Windows 8


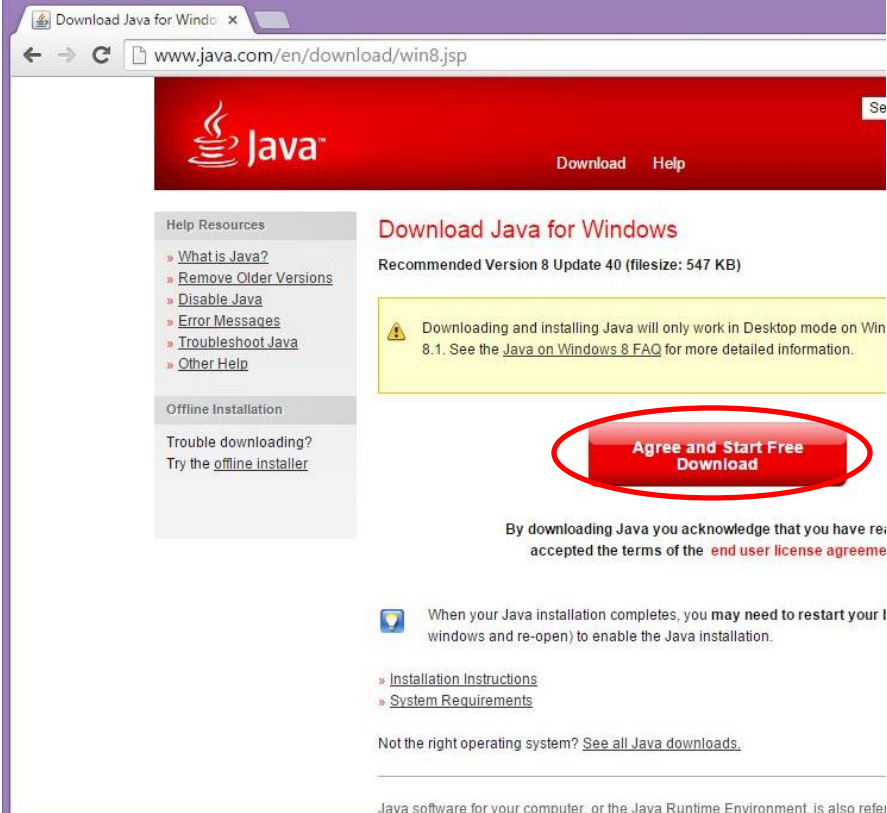
Steps	Screen
1) Go to receiver.citrix.com .	
2) Click on Download Receiver for Windows .	
3) When you click Download Receiver , the browser may prompt you to save the file. If so click Save File .	
4) Once the download appears, click on the download in order to start the installation.	
5) If a User Access Control window prompts you to continue, click Run or Yes .	

User Guides for Global OpenNet (GO) Setup for Windows 8

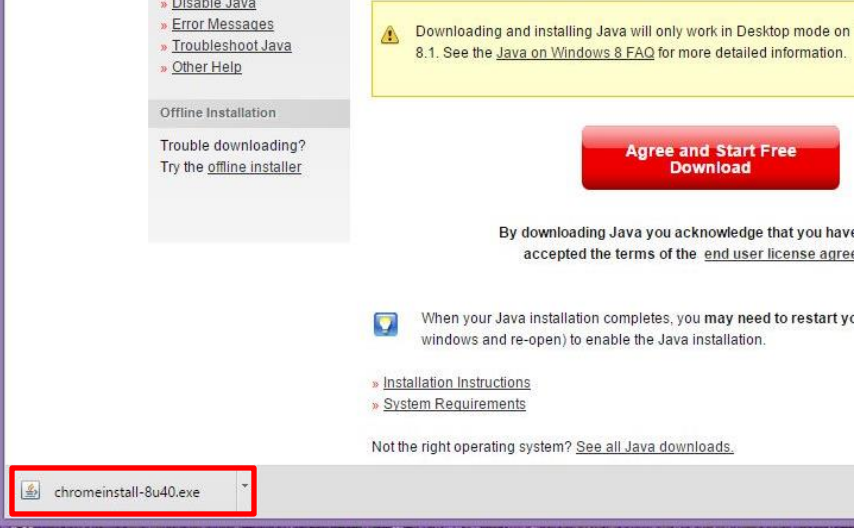
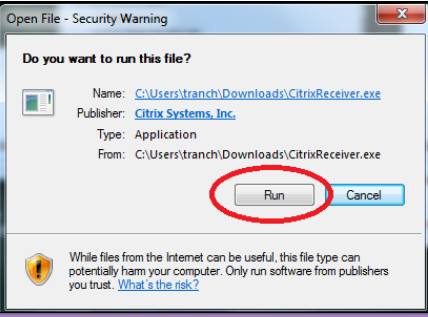

6) Click Next .	 The screenshot shows the 'Citrix Receiver' setup window. It has a purple title bar and a light gray background. On the left is the Citrix Receiver logo. On the right, it says 'Welcome to Citrix Receiver Setup' and 'Click Next to setup Citrix Receiver on your computer.' At the bottom right, there are two buttons: 'Next' and 'Cancel'. The 'Next' button is circled in red.
7) Check the box to I accept the License Agreement . Then click Install .	 The screenshot shows the 'Citrix Receiver' setup window with the 'License Agreement' tab selected. It contains a scrollable text area with the 'CITRIX LICENSE AGREEMENT'. Below the text area is a checkbox labeled 'I accept the license agreement'. The checkbox is circled in red. At the bottom right, there are two buttons: 'Install' and 'Cancel'. The 'Install' button is circled in red.
8) Click Finish .	 The screenshot shows the 'Citrix Receiver' setup window with a green checkmark and the text 'Installed successfully!'. Below this, it says 'If you received instructions to set up Receiver with your email or a server address, click Add Account.' At the bottom right, there are two buttons: 'Add Account' and 'Finish'. The 'Finish' button is circled in red.
Restart your computer to ensure that the program has successfully been installed. You have successfully installed Citrix.	

User Guides for Global OpenNet (GO) Setup for Windows 8




Installing Java for Windows 8

Steps	Screen
1) Go to java.com and click on Free Java Download .	 The screenshot shows the Java homepage. At the top, there's a red header with the Java logo and 'Download' and 'Help' links. Below the header, the main text reads 'JAVA + YOU, DOWNLOAD TODAY!'. A red button labeled 'Free Java Download' is prominently displayed and circled in red. To the right of the button is a photo of a woman lying on her stomach using a laptop. Below the main text, there are links for 'What is Java?', 'Do I have Java?', and 'Need Help?'. At the bottom, there's a section titled 'About Java' with various logos including JavaOne, Alice, Greenfoot, BlueJ, Oracle Academy, and Java Magazine.
2) Click Agree and Start Free Download .	 The screenshot shows the 'Download Java for Windows' page. The URL in the browser is 'www.java.com/en/download/win8.jsp'. The page has a red header with the Java logo and 'Download' and 'Help' links. On the left, there's a 'Help Resources' section with links like 'What is Java?', 'Remove Older Versions', 'Disable Java', 'Error Messages', 'Troubleshoot Java', and 'Other Help'. Below that is an 'Offline Installation' section with a link to 'Try the offline installer'. The main content area is titled 'Download Java for Windows' and shows the 'Recommended Version 8 Update 40 (filesize: 547 KB)'. A yellow warning box states: 'Downloading and installing Java will only work in Desktop mode on Win 8.1. See the Java on Windows 8 FAQ for more detailed information.' A red button labeled 'Agree and Start Free Download' is circled in red. Below the button, there's a statement: 'By downloading Java you acknowledge that you have accepted the terms of the end user license agree...'. At the bottom, there's a note about restarting the computer after installation, followed by links for 'Installation Instructions' and 'System Requirements'. A footer note says: 'Not the right operating system? See all Java downloads.' and another line at the very bottom says: 'Java software for your computer, or the Java Runtime Environment, is also refer...

User Guides for Global OpenNet (GO) Setup for Windows 8

<p>3) Click on the downloaded file to launch the installation.</p>	
<p>4) If a User Access Control window prompts you to continue, click Run or Yes.</p>	
<p>5) The Java Setup-Welcome page will appear. Click Install.</p>	

User Guides for Global OpenNet (GO) Setup for Windows 8

<p>6) Make sure that the boxes for any offers to install additional services (such as the example pictured) are UNCHECKED. Once unchecked, click Next.</p>	
<p>7) ***If you do see this screen, make sure the Restore Java Security Prompt is checked then click Next. If not, skip to step 8.***</p>	
<p>8) Click Close.</p>	
<p>Restart your computer to ensure that the program has successfully been installed. You have successfully installed Java.</p>	

User Guides for Global OpenNet (GO) Setup for Windows 8

Configuring Java on Windows 8

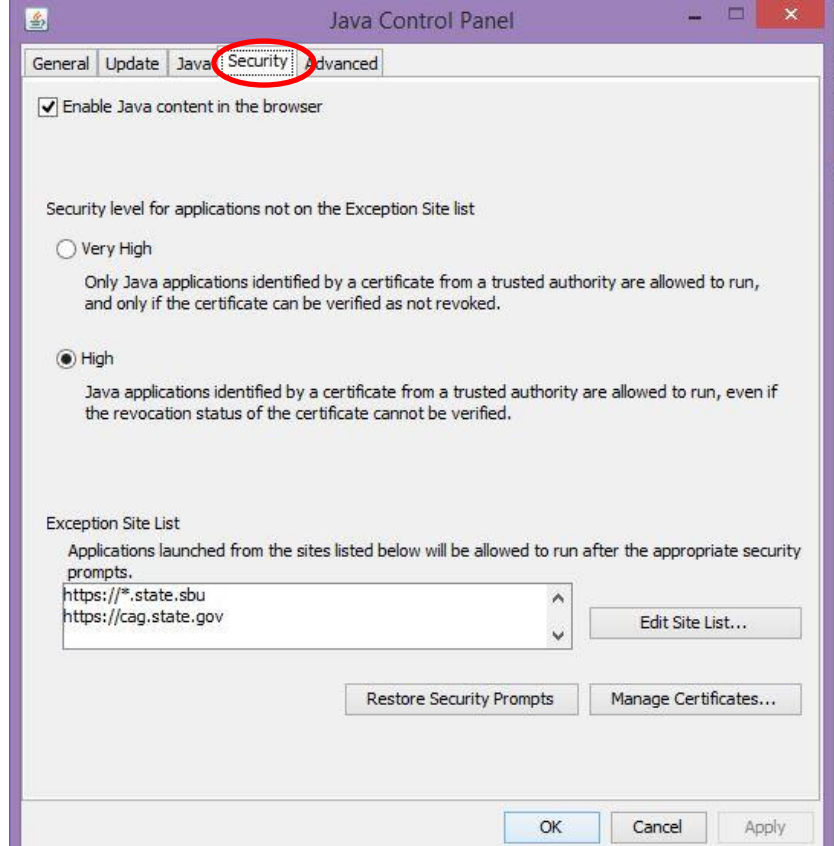
Pick **Method 1** or **Method 2** to access the Java Control Panel

Method 1

- 1) Press **Windows logo key + W** to open the **Search charm** to search settings
- 2) Click the **dropdown menu** and select **Everywhere**
- 3) In the search box type: **Java Control Panel**
- 4) Click on the Java Control Panel icon to open

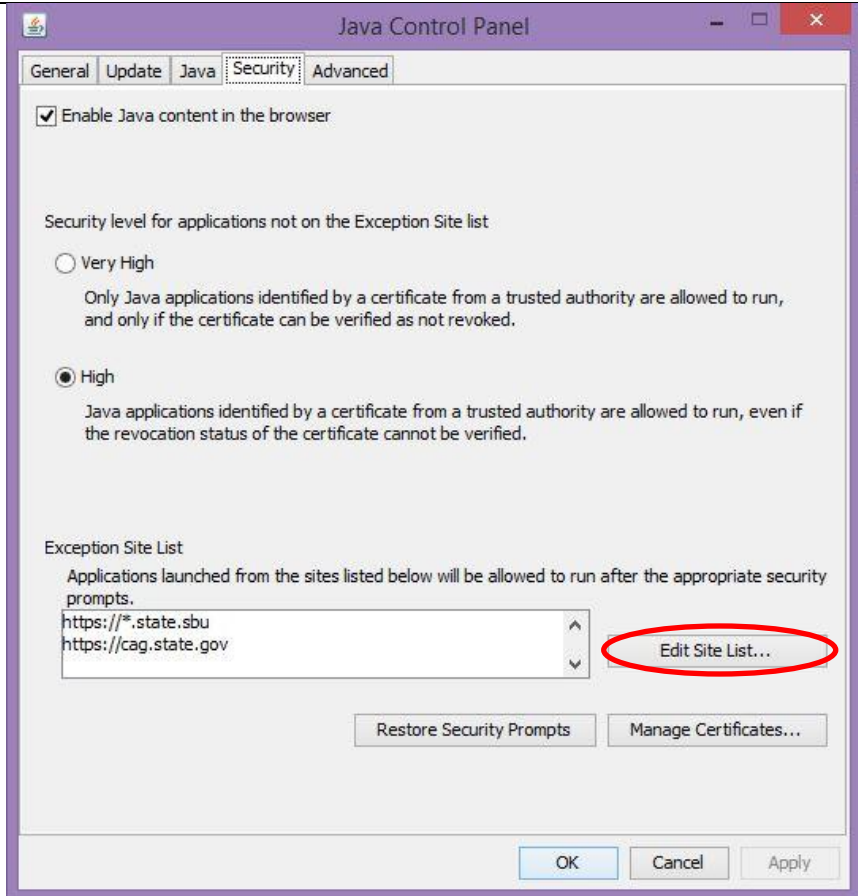
Method 2

- 1) Drag the Mouse pointer to the **Right bottom corner** of the screen
- 2) Click on the **Search icon** and type: Control Panel
- 3) Click on **Control Panel**.
- 4) In the **Control Panel Search** type: Java Control Panel
- 5) Click on the **Java Control Panel** to open.

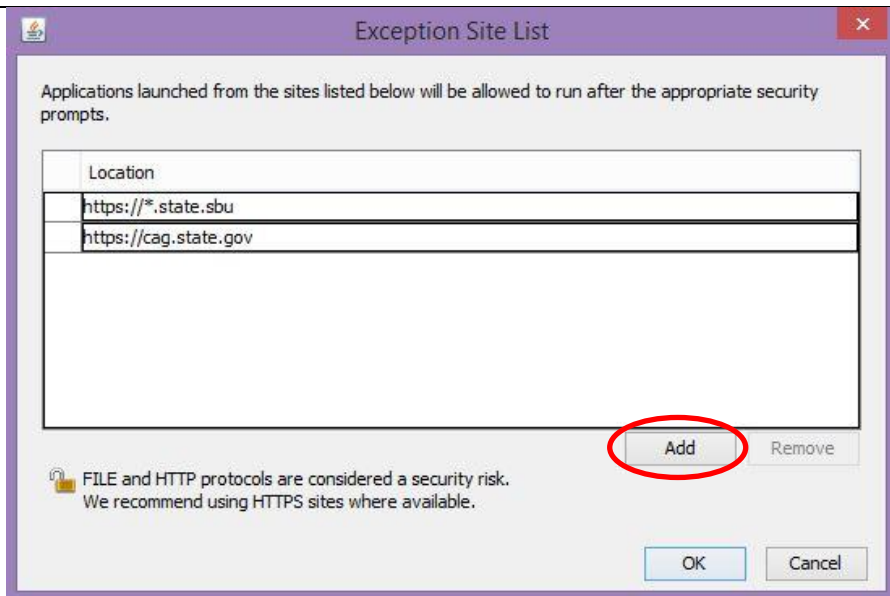
Steps	Screen
1) In the Java Control Panel , click on the Security Tab .	

User Guides for Global OpenNet (GO) Setup for Windows 8


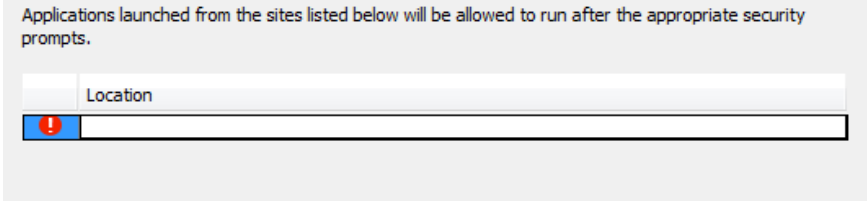

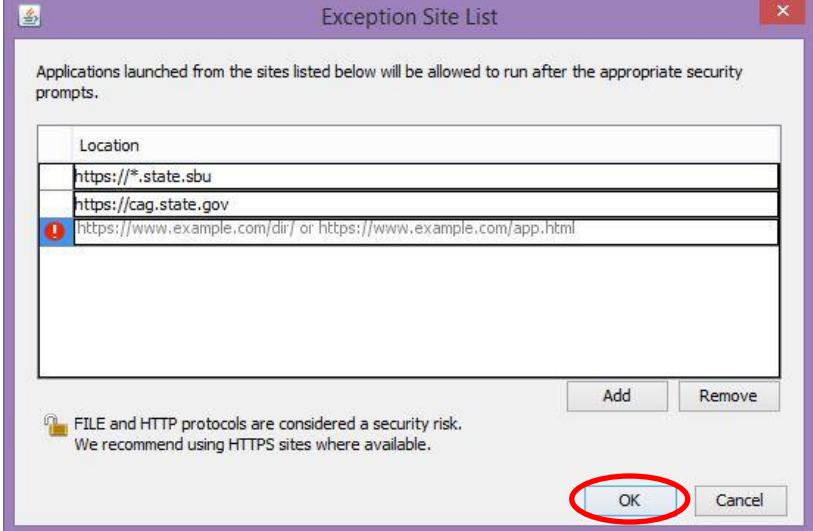
2) On that page, click on **Edit Site List.**



3) The **Exception Site List** will open. Then click **Add.**



User Guides for Global OpenNet (GO) Setup for Windows 8


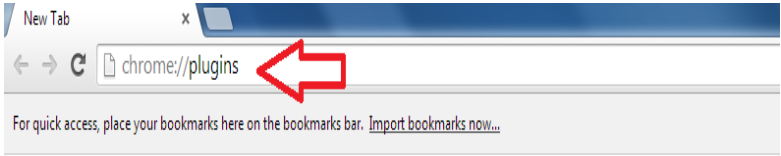

<p>4) In the field where the  is located type in the following and click Add</p> <p>a) https://cag.state.gov b) https://goive.state.gov</p>	
<p>(Note: If these links are entered correctly, the  will disappear from those links.)</p> <p>Click OK.</p>	

Now your Java has been successfully configured.

Configuring Plug-Ins



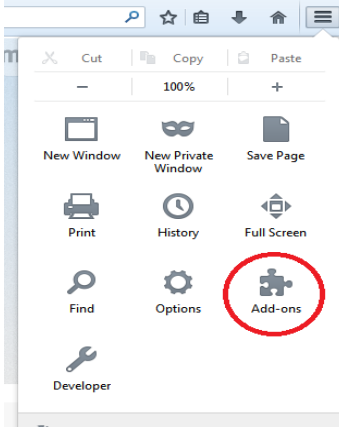
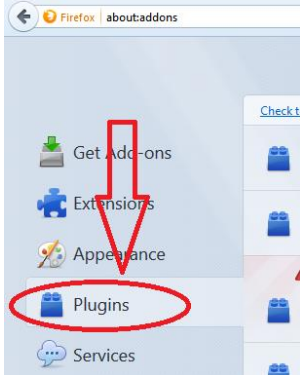
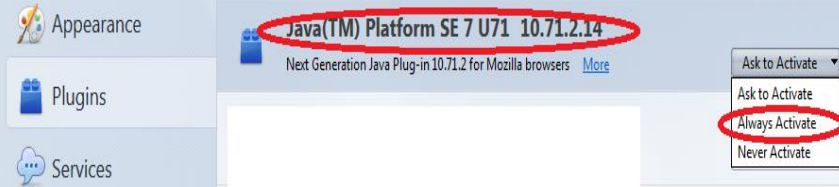
User Guides for Global OpenNet (GO) Setup for Windows 8

Configuring Plug-Ins on Chrome

Steps	Screen
1) Open Chrome.	
2) In the address bar, type in the following: chrome://plugins and press enter.	
3) Locate the Citrix Receiver Plug in and Java(TM) . Click the option Always allowed for both.	
4) Next, type: chrome://flags/#enable-npapi in the URL bar Click the Enable link for the Enable NPAPI configuration option Click the Relaunch button that now appears at the bottom of the configuration page For instructions and more information regarding this workaround please go to: https://java.com/en/download/faq/chrome.xml#npapichrome	
You may close the browser now and the settings will be saved.	


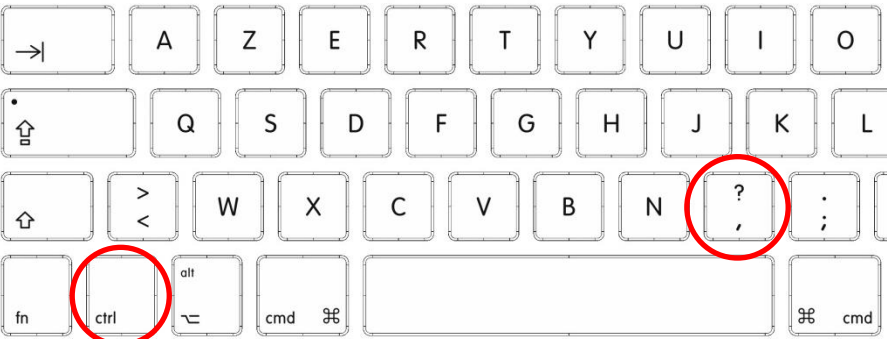
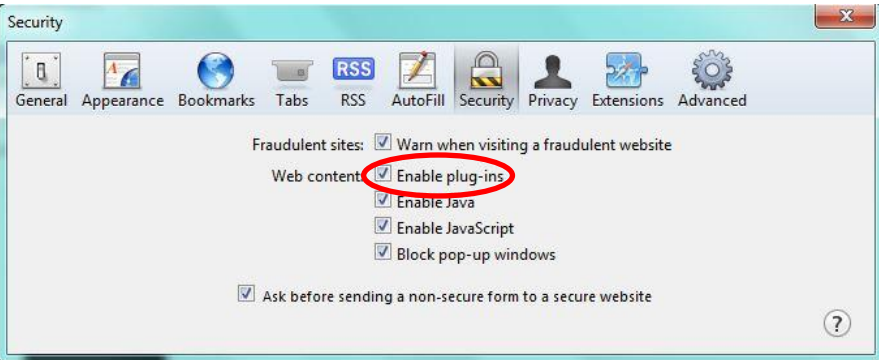
User Guides for Global OpenNet (GO) Setup for Windows 8

Configuring Plug-Ins on Firefox

Steps	Screen
1) Open Mozilla Firefox.	
2) On the upper right hand corner of the browser, click on the Menu button (It has 3 horizontal lines).	
3) A drop down menu will appear, select the icon that says Add-Ons .	
4) On the left side, click on the tab Plugins . A list of all of your plugins will appear.	
5) Locate the plugin Java (TM) Platform and set the plugin to Always Activate .	
6) Repeat this process for any plugins with the word Citrix .	
You may close the browser now and the settings will be saved.	


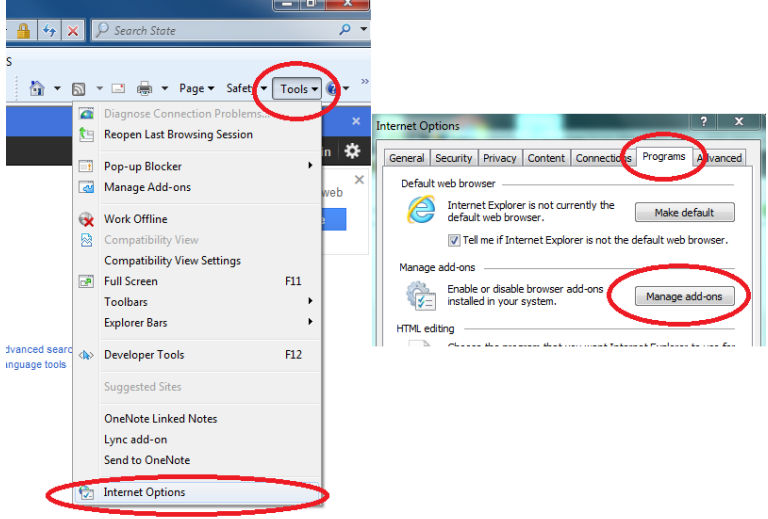
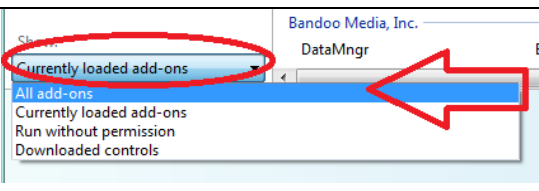
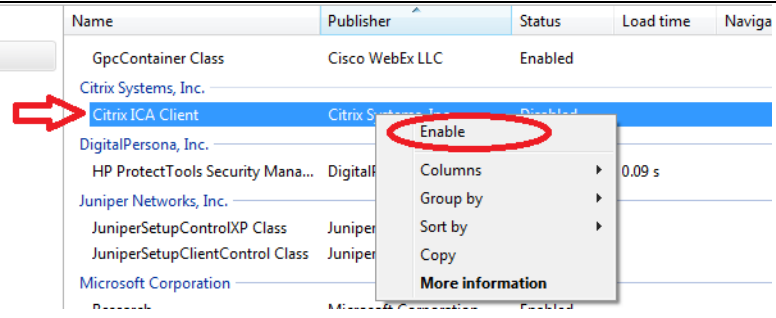
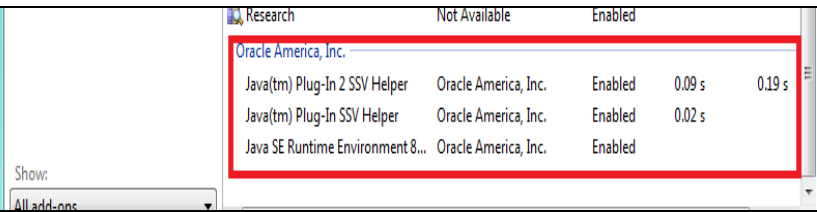
User Guides for Global OpenNet (GO) Setup for Windows 8

Configuring Plug-Ins on Safari

Steps	Screen
1) Open the Safari Browser.	
2) Press the Ctrl key & comma (,) to open up the preferences menu on Safari.	
3) Click on the Security tab. Under the Security Tab, check Enable plug-ins .	
Click Done . Your Java and Citrix settings are now configured.	

User Guides for Global OpenNet (GO) Setup for Windows 8



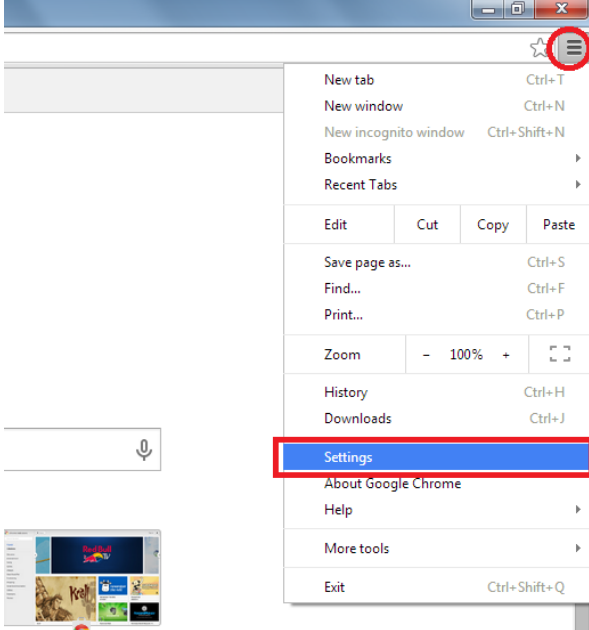
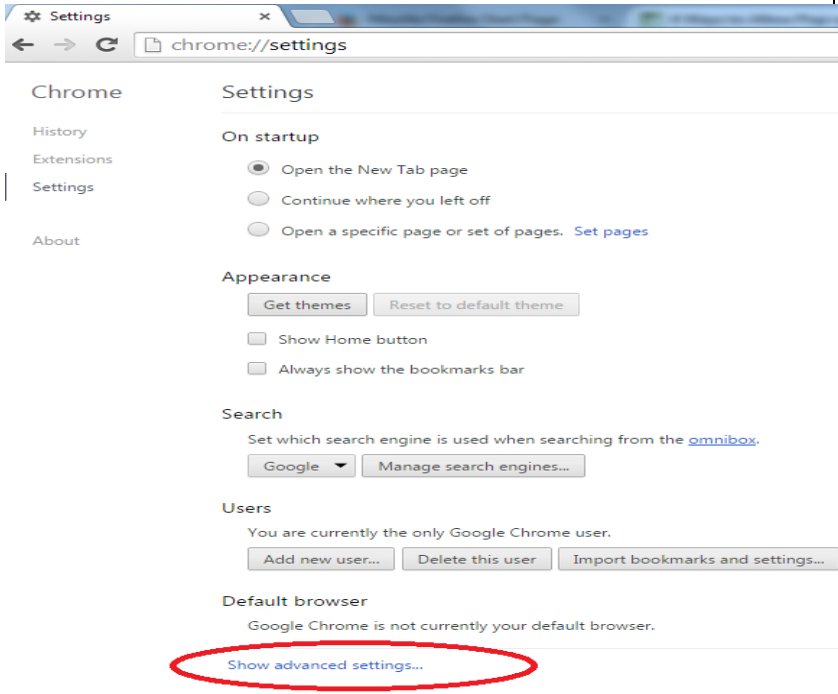
Configuring Plug-Ins on Internet Explorer

Steps	Screen
1) Open Internet Explorer	
2) On the upper right hand corner of the browser, click on Tools . A drop down menu will appear. Select Internet Options . 3) Click on Programs and then click on Manage Add-Ons	
4) Once the Manage Add-on page loads, make sure that the <i>Currently Loaded Add-ons</i> is changed to All Add-ons .	
5) Locate anything that says Citrix (or Citrix ICA Client). Right click on Citrix ICA Client, and click on Enable .	
6) Repeat the same process (Right click and Enable) on all Java (Java TM/SE/etc.)	
Click Close to close out of Manage Add-Ons. Click OK to close out of Internet options. You may close the browser now and the settings will be saved.	

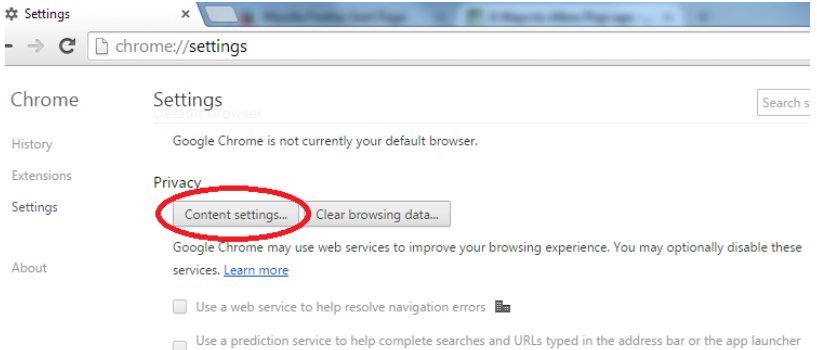
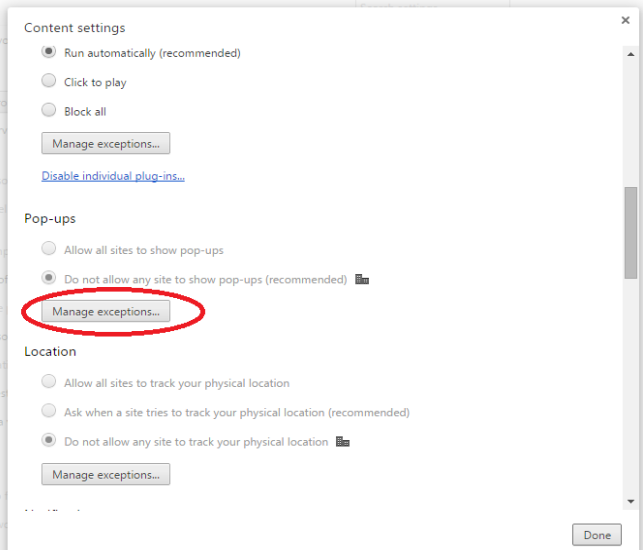
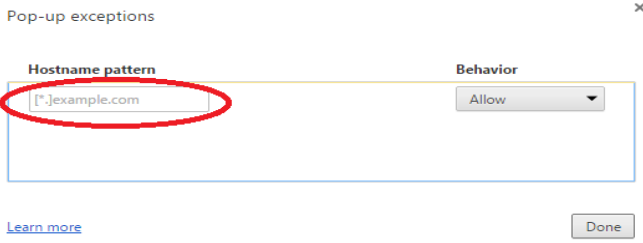
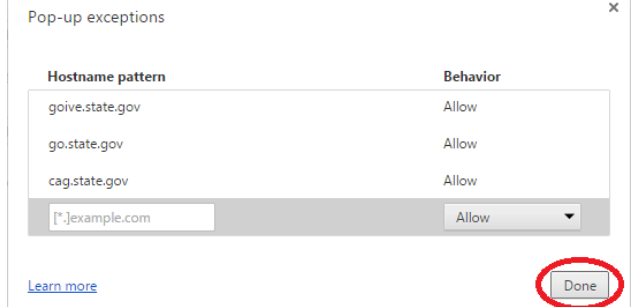
Disabling Pop-Ups

User Guides for Global OpenNet (GO) Setup for Windows 8

Disabling Pop-Ups for Chrome



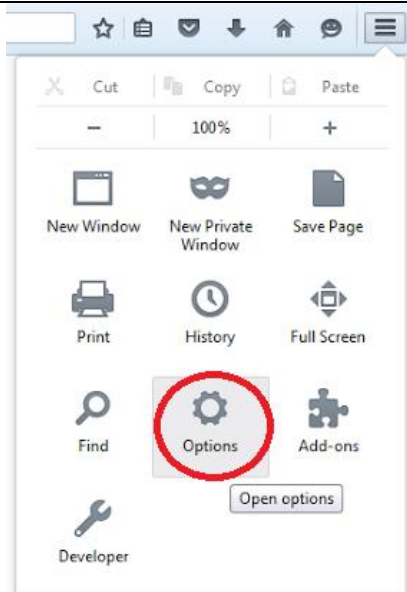
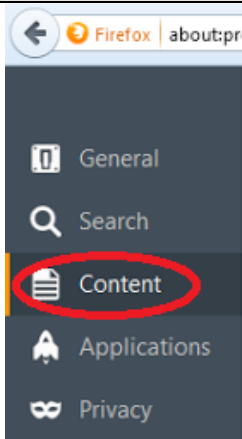
Steps	Screen
1) Open the Google Chrome browser.	
2) On the upper right hand corner, open the Menu button () then click Settings .	
3) Under Settings , scroll down and click on Show Advanced Settings...	

User Guides for Global OpenNet (GO) Setup for Windows 8

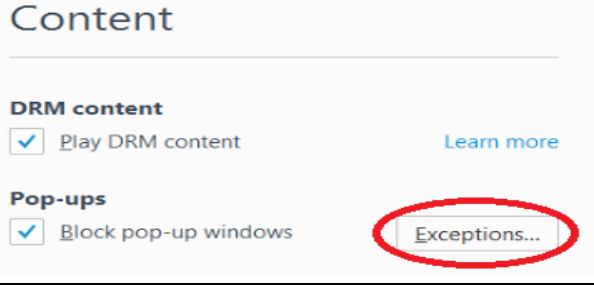
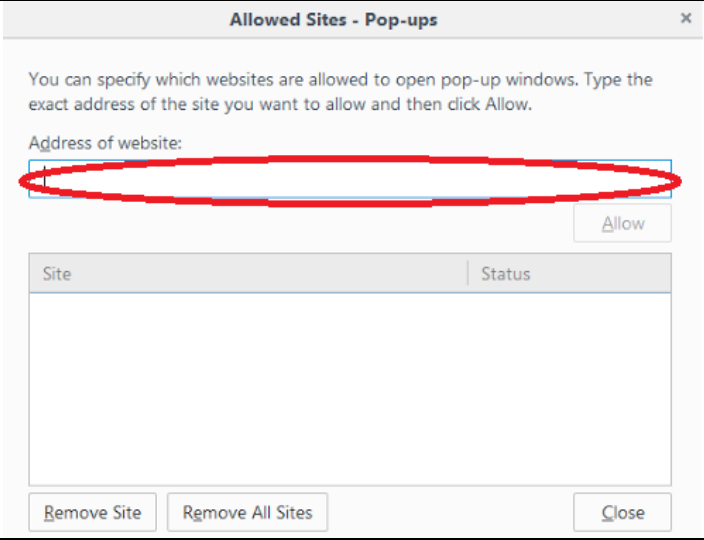
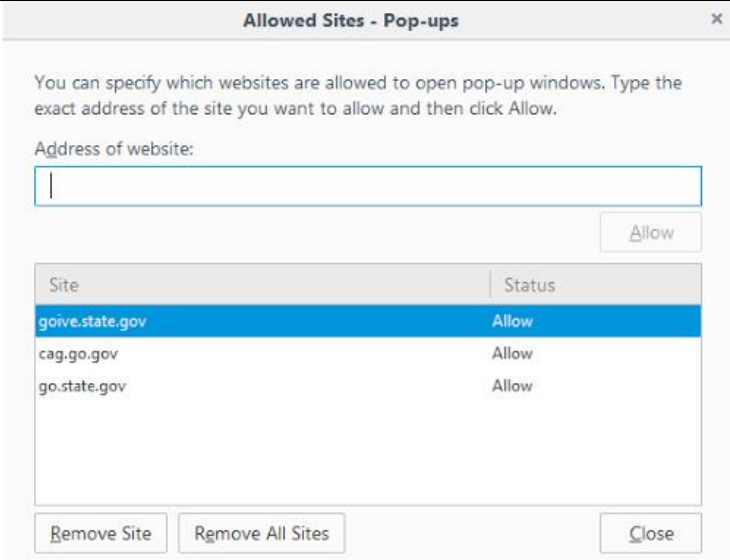
<p>4) Under Privacy, click on Content Settings.</p>	 <p>The screenshot shows the Chrome Settings page. On the left sidebar, 'Privacy' is selected. In the main content area, under the 'Privacy' heading, the 'Content settings...' button is circled in red. Other buttons visible include 'Clear browsing data...' and 'Manage exceptions...'.</p>
<p>5) The content settings menu will open. Scroll down to Pop-Ups and click Manage exceptions...</p>	 <p>The screenshot shows the 'Content settings' dialog box. It has sections for 'Pop-ups' and 'Location'. In the 'Pop-ups' section, the 'Do not allow any site to show pop-ups (recommended)' option is selected. The 'Manage exceptions...' button in this section is circled in red.</p>
<p>6) In the field [*.]example.com, enter the following and press enter: a) https://go.state.gov b) https://cag.state.gov c) https://goive.state.gov</p>	 <p>The screenshot shows the 'Pop-up exceptions' dialog box. It has a table with 'Hostname pattern' and 'Behavior' columns. The first row shows '[*.]example.com' in the 'Hostname pattern' column, which is circled in red. The 'Behavior' column shows 'Allow'. There are also buttons for 'Learn more' and 'Done'.</p>
<p>7) The pop-up exceptions list should look like this. Then click Done.</p>	 <p>The screenshot shows the 'Pop-up exceptions' dialog box with a list of exceptions. The list has two columns: 'Hostname pattern' and 'Behavior'. The entries are: 'goive.state.gov', 'go.state.gov', 'cag.state.gov', and '[*.]example.com'. All 'Behavior' values are set to 'Allow'. The 'Done' button at the bottom right is circled in red.</p>
<p>Exit out of the menus and browser.</p>	

User Guides for Global OpenNet (GO) Setup for Windows 8

Disabling Pop-Ups for Firefox


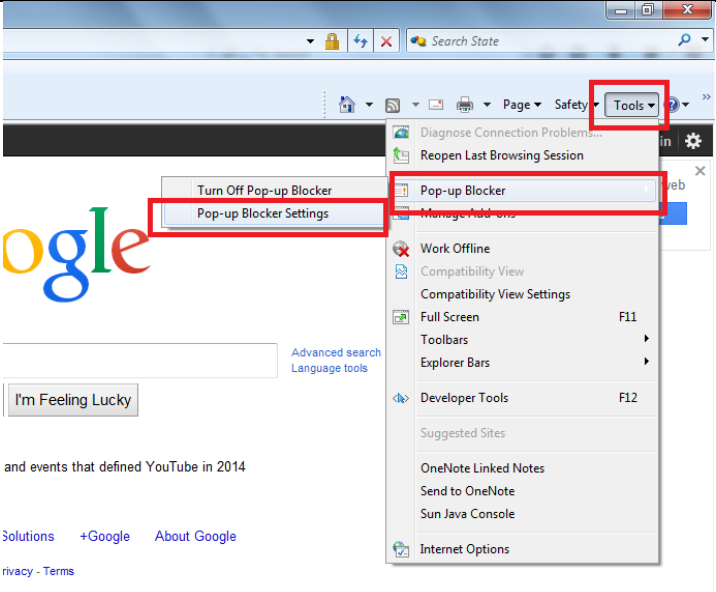
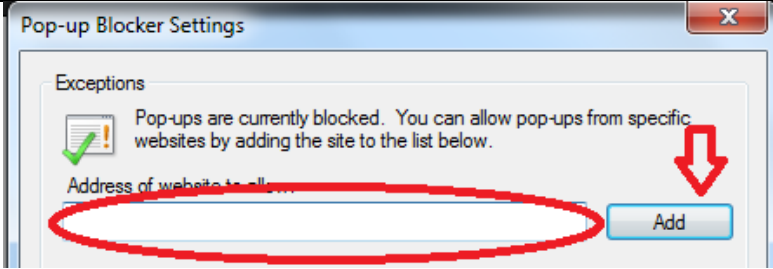
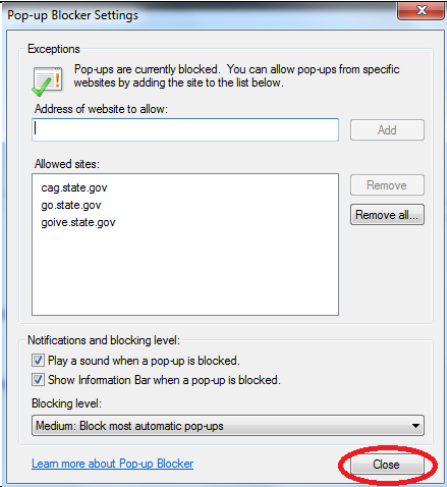
Steps	Screen
1) Open the Firefox Browser.	
2) On the upper right hand corner of the browser, click on the Menu button (It has 3 horizontal lines).	
3) A drop down menu will appear- select the icon that says Options .	
4) On the left hand side, tabs will appear. Select Content .	

User Guides for Global OpenNet (GO) Setup for Windows 8

<p>5) While you are in contents, click Exceptions – located next to Pop-Ups</p>	
<p>6) The Allowed Site- Pop Ups menu will appear.</p> <p>In the field Address of Website, enter the following then click Add:</p> <p>a) https://go.state.gov b) https://cag.state.gov c) https://goive.state.gov</p>	
<p>7) A list of allowed sites should appear like so. Click Close.</p>	
<p>Exit out of the Options menu.</p>	

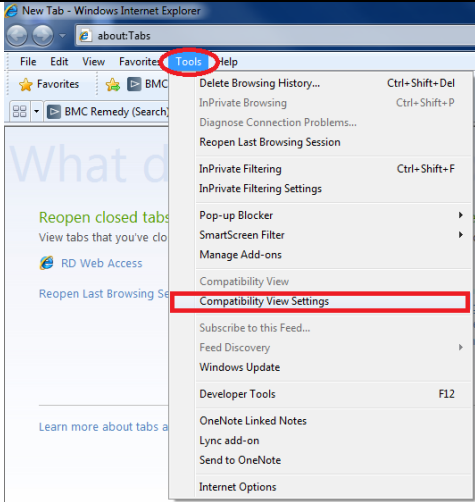
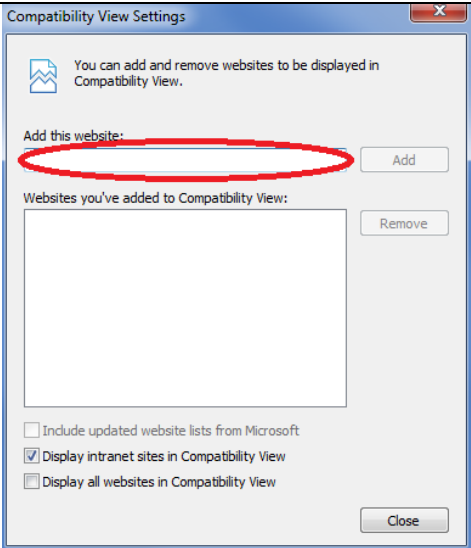
User Guides for Global OpenNet (GO) Setup for Windows 8

Disabling Pop-Ups for Internet Explorer

Steps	Screen
1) Open up Internet Explorer.	
2) At the top of browser, click on Tools . Then click on Pop-up Blocker . Then click Pop-up Blocker Settings .	
3) This will open the Pop-Up Blocker Window. 4) In the field that says Address of websites to allow , enter the following then click Add : a. https://go.state.gov b. https://cag.state.gov c. https://goive.state.gov	
5) Once completed, a list of allowed sites should appear like so. Then, click Close .	
6) Close out of the browser.	


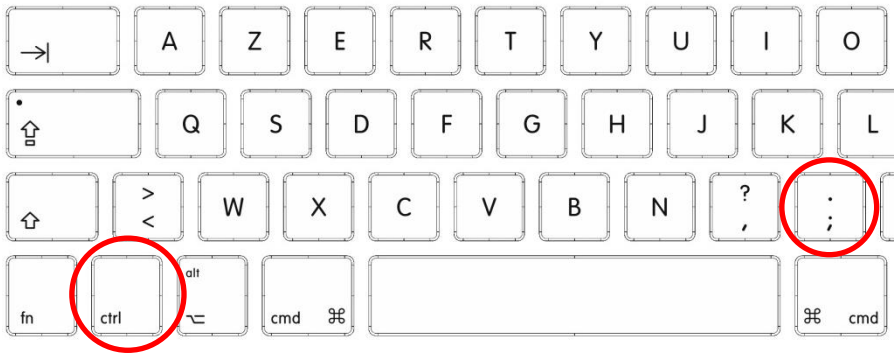
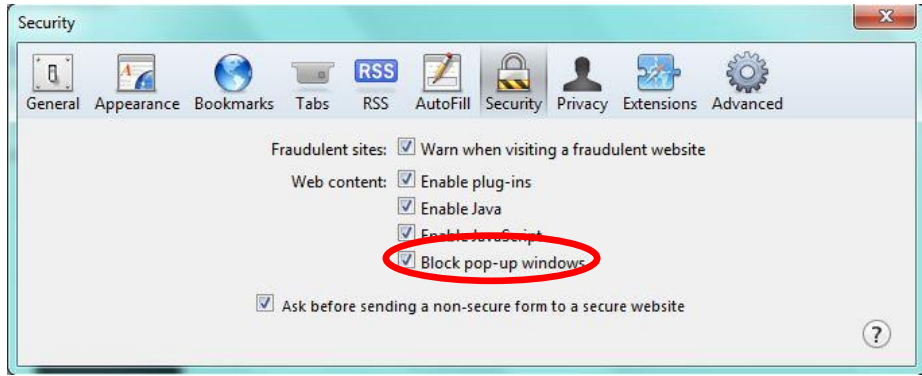
User Guides for Global OpenNet (GO) Setup for Windows 8

** In the event, that you do not have a successful log on to GO using Internet Explorer, please follow these steps:**

Steps	Screen
1) Open internet explorer. On the top left hand corner of the browser, select Tools . A drop down menu will appear. Select Compatibility View Settings .	 A screenshot of the Windows Internet Explorer browser window. The 'Tools' menu is open, and 'Compatibility View Settings' is highlighted with a red rectangle. The menu includes options like 'Delete Browsing History...', 'InPrivate Browsing', 'Diagnose Connection Problems...', 'Reopen Last Browsing Session', 'InPrivate Filtering', 'InPrivate Filtering Settings', 'Pop-up Blocker', 'SmartScreen Filter', 'Manage Add-ons', 'Compatibility View', 'Compatibility View Settings', 'Subscribe to this Feed...', 'Feed Discovery', 'Windows Update', 'Developer Tools', 'OneNote Linked Notes', 'Lync add-on', 'Send to OneNote', and 'Internet Options'.
2) In the field that says Address of websites to allow , enter the following then click Add : a. https://go.state.gov b. https://cag.state.gov c. https://goive.state.gov *Note: All of these individual links will appear under “ state.gov ” under <i>Websites you’ve added to Compatibility View</i> .	 A screenshot of the 'Compatibility View Settings' dialog box. The 'Add this website:' text box is highlighted with a red oval. The dialog box also shows a list of 'Websites you've added to Compatibility View:' which is currently empty. At the bottom, there are checkboxes for 'Include updated website lists from Microsoft' (unchecked), 'Display intranet sites in Compatibility View' (checked), and 'Display all websites in Compatibility View' (unchecked). Buttons for 'Add', 'Remove', and 'Close' are visible.
In the event that you are still unable to log into GO, go to https://cag.state.gov and log in.	

User Guides for Global OpenNet (GO) Setup for Windows 8

Disabling Pop-Ups for Safari

Steps	Screen
1) Open the Safari browser.	
2) Press the Ctrl key & comma (,) to open up the preferences menu in Safari.	
3) Under the security tab, make sure that Block pop-up windows is NOT checked.	
4) Exit out of the menus and browser.	

User Guides for Global OpenNet (GO) Setup for Windows 8

Java and Citrix installations are complete!

Web browser configuration is complete!

You are ready to access GO!